



AT 1/10

PATENTS

IN THE U.S. PATENT AND TRADEMARK OFFICE

In re Application of:

Matthew G.A. McConnell et al.

Serial No.: 10/645,917

Filing Date: August 20, 2003

Title: Method and System for Selecting a Preferred Contact Center Agent Based on Agent Proficiency and Performance and Contact Center State

Art Unit: 2614

Examiner: Bui, Bing Q

Confirmation No.: 9581

Attorney Docket No.: 07117.105015

TRANSMITTAL

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Transmitted herewith are papers in the above-identified application.

- ☒ Amendment and Response.
☐ Petition for Extension of Time
☐ An additional fee is not required.

					SMALL ENTITY		LARGE ENTITY	
	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDIT. FEE	RATE	ADDIT. FEE
TOTAL	13	MINUS	38 =	0	x25	\$0	x50	\$0
INDEP.	3	MINUS	5 =	0	x100	\$0	x200	\$0
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIMS					+180	\$	+360	\$0
TOTAL ADDITIONAL FEE						\$0	\$0	

☐ A check in the amount of \$ _____ is attached.

☒ The Commissioner is hereby authorized to charge any additional fees required under 37 C.F.R. § 1.16, or to credit any overpayment, to Deposit Account No. 11-0980. A duplicate of this sheet is enclosed.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop AF, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on September 11, 2006.

Michael L. Wach, Reg. No. 54,517

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By: Michael L. Wach, Reg. No. 54,517



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on Agent Proficiency and Performance)	
and Contact Center State)	

AMENDMENT AND RESPONSE UNDER 37 C.F.R. § 1.116

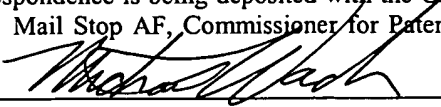
Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Responsive to the Official Action mailed June 15, 2006, please enter the following amendments and consider the following remarks.

[This section is intentionally left blank.]

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop AF, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on September 11, 2006.


Michael L. Wach, Reg. No. 54,517